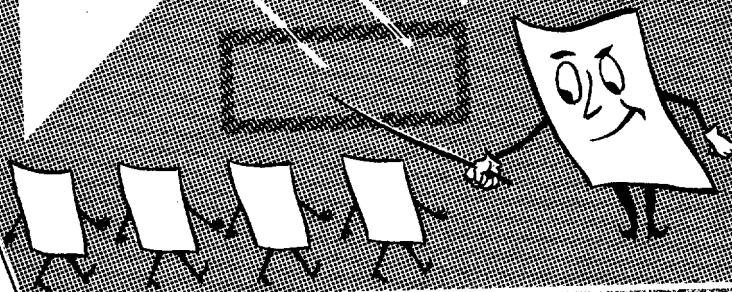


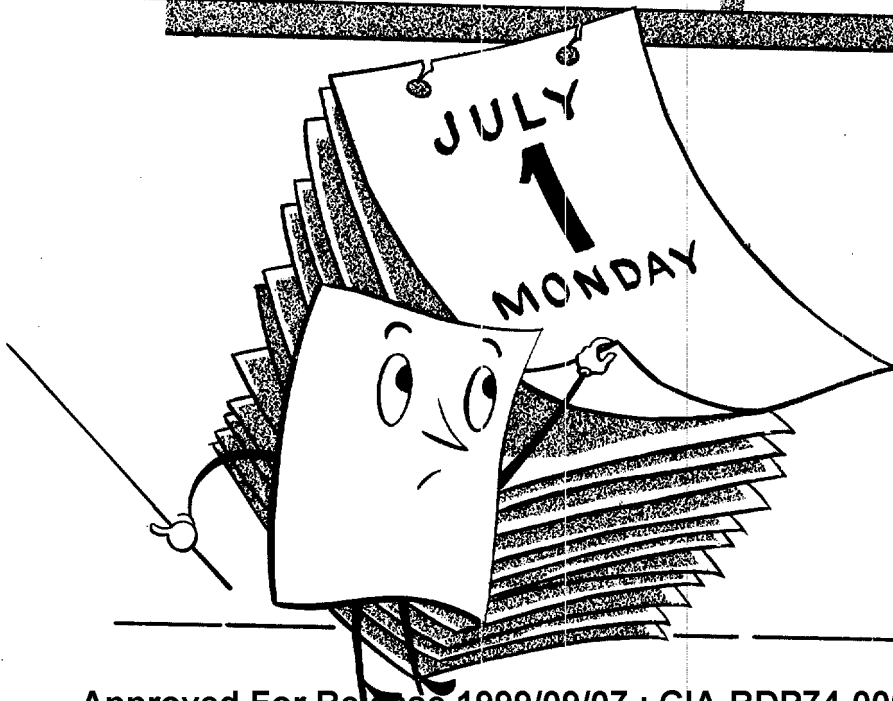
# Mail Management Workshop



GENERAL SERVICES ADMINISTRATION  
NATIONAL ARCHIVES & RECORDS SERVICE  
OFFICE OF RECORDS MANAGEMENT

# Why Manage Mail.....

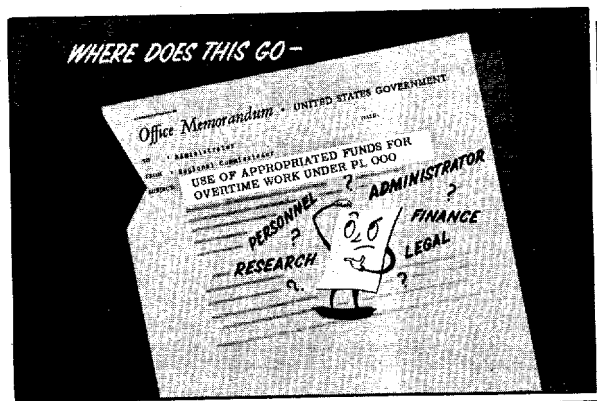
<i>How Long Does it Take...</i>		
AGENCY	to REACH YOU	to GET OUT
<i>a</i>	FIVE WORK DAYS	TWELVE WORK DAYS
<i>b</i>	FOUR WORK DAYS	TEN WORK DAYS
<i>c</i>	THREE WORK DAYS	SEVEN WORK DAYS
<i>d</i>	ONE AND ONE-HALF WORK DAYS	SIX WORK DAYS
<i>e</i>	ONE AND ONE-HALF HOURS	THREE WORK DAYS



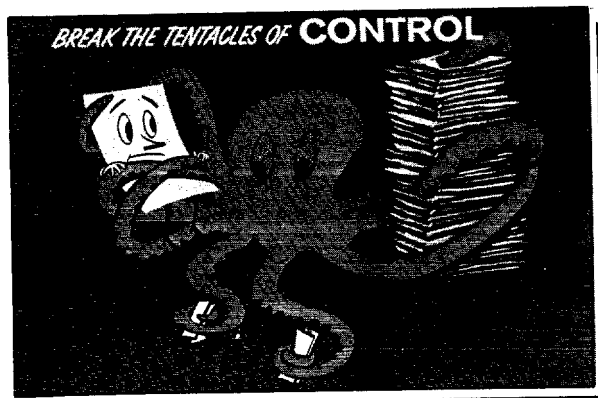
...?

◀ Promptness

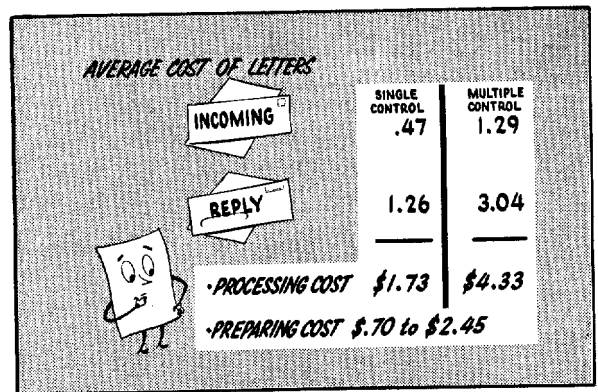
Accuracy ▶



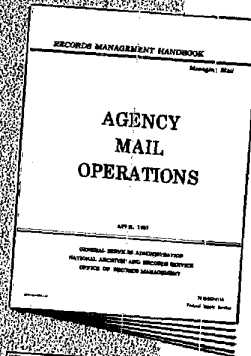
Control ▶



Economy ▶

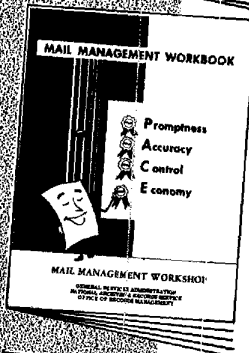


# How are Workshops Conducted?



## TEXTBOOK:

GSA Records Management Handbook, "Agency Mail Operations." It presents a simple system which can be adapted to an agency's needs, and also basic principles and procedures for agency guidance.



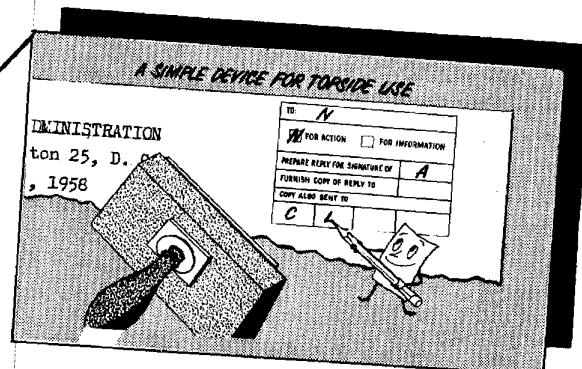
## WORKBOOK:

13 mail handling problems in a fictitious agency jointly worked and discussed by the instructor and students.



## SCRIPT:

Lecture and other instructional material covering the curriculum; used by instructors in teaching the course.



## SLIDES:

48 color slides used with the script to illustrate problems and solutions to them.

How many officials concur on replies; who should review for editorial features.

What mail should be recorded and where; what kind of system should be used.

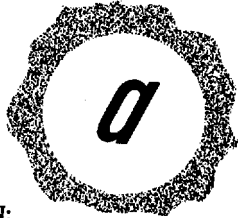
### When are copies of incoming letters justified.

What kind of mail stations should be set up - centralized, area, or substations.

**ROUTING**  
When should letters be routed top side;  
when direct to action offices.

**How should signing authority be delegated to subordinate levels.**

## Two Types of Workshops...



### DESCRIPTION:

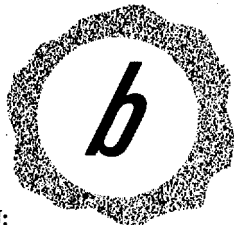
Content and value of a mail management program; the part top management must play to achieve prompt and accurate answers.

### PARTICIPANTS:

Heads of agencies and bureaus and other senior officials who can recommend or approve policy for handling an agency's mail.



*Time Required: 1 to 2 hours*

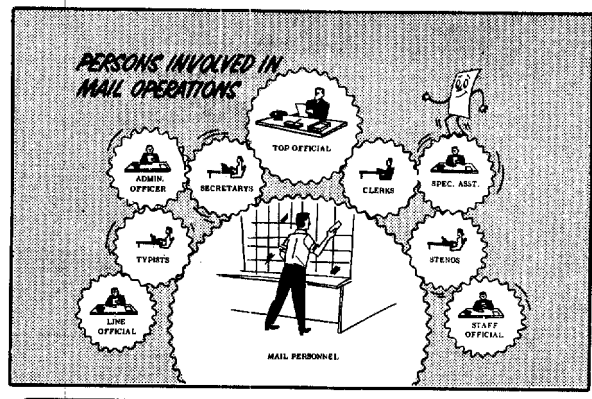


### DESCRIPTION:

Content and value of a mail management program; standards and principles for managing mail; operation of mail and messenger services.

### PARTICIPANTS:

Senior officials of divisions, branches, and sections; agency administrative officers; management analysts and records officers responsible for advising on mail matters; training officials; and mail room supervisors.



*Time Required: 10 hours*

(divided into 4 sessions)

# Mail Management Guides

## Promptness Accuracy Control Economy

1. Route to action  
office first

7. Define who gets  
what mail

13. Delegate signing  
authority

19. Reduce number  
of sorts

2. Use copy for  
joint action

8. Specify reply  
points

14. Organize for direct  
delivery

20. Limit time  
stamping

3. Set reply time  
limits

9. Develop routing  
guide

15. Record only signifi-  
cant mail

21. Restrict copy  
making

4. Limit clearances,  
reviews

10. Deliver mail  
unopened

16. Control a document  
at one point

22. Use bulk mailing,  
window envelop

5. Limit  
rewrites

11. Use office  
symbols

17. Avoid overlapping  
messenger routes

23. Use labor saving  
devices

6. Follow-up in  
action office

12. Put procedures  
in writing

18. Tailor messenger  
schedules

24. Select right  
postal service

# Mail Management Workshops

## CAN BE CONDUCTED BY

- GSA for agencies
- Agencies using GSA materials
- Agencies with assistance from GSA

## FOR ADDITIONAL INFORMATION CONTACT

- Washington, D. C.

Office of Records Management  
National Archives and Records Service  
General Services Administration  
(Code 181, Ext. 4154)

- Outside Washington, D. C.

Nearest Regional Director  
National Archives and Records Service  
General Services Administration

